



Hardware Support Manager New York

About JUMP

[JUMP](#) (a Social Bicycles project) is building the future of urban mobility: shared electric bikes that are the quickest, most enjoyable, and most empowering way to get around a city. Cheaper than most public transit and faster than cars in traffic, JUMP e-bikes are game-changers for local transportation. JUMP currently has systems in the San Francisco Bay Area and Washington DC, and we have plans to expand to at least five major US cities in the next year. Our goal is to transform cities, making them more sustainable, equitable, and livable through electric mobility.

To make this vision a reality, we need to grow our team. We place tremendous value on our company's roots and culture: a mix of ingenuity, controlled chaos, hard work, and sense of purpose. This is a great opportunity to join a rapidly growing team shaping the future of transportation.

About the Role

We are currently seeking a New York-based Electronics Repair Supervisor to help manage and grow our traditional and electric bike share fleets. Working under the Operations Support Director, you will be instrumental in creating standard operating procedures, ensuring efficiency, and coordinating repairs across SoBi networks. You will work closely with the product, software, and supply chain teams in a fast-paced learning environment. JUMP seeks professionals who are passionate about making cities a better place to live and bike, care about customer service, and can help us continually improve our operational efficiency.

Responsibilities

Assist in all aspects of bike share operations activities, including:

- Coordinate with Operations Support Director and Project Managers to manage repairs, SLAs, and fulfillment schedules.
- Build relationships with and provide customer service for bike share operators using SoBi equipment and technology
- Work with bike share operators across the country to maintain SoBi's network customer-facing kiosks.
- Occasionally travel to assist in the launch on new bike share systems, facilitate fleet expansions, train local operations staff, and assist operators with kiosk maintenance.
- Track customer service ticketing, manager customer relationships, and develop customer service guidelines.
- Communicate with SoBi hardware and software teams to create improvements for electronic components.
- Coordinate with third party operators to create processes and incentivize best practices.
- Troubleshoot and repair electronic equipment.
- Document technical troubleshooting and transfer knowledge to department.
- Follow existing operational support procedures, creating new procedures and editing existing ones as needed.

Experience and Skills

- 4+ years of relevant work experience in the electrical/electronics field
- Two-year technical degree or accredited apprenticeship program or the equivalent in a technical field
- Able to communicate and listen effectively; strong written, verbal and presentation skills
- Comfortable with MS Word and Excel, Google Drive, and other cloud based software
- Previous experience using inventory management and CRM software
- Experience and ability to work in a fast-paced manufacturing environment
- Thorough knowledge of electronic components and equipment
- Passionate about the overall goals of bike share and sustainable transportation

Job Type: Full-time

Compensation: Commensurate with experience

Please submit resumes to jobs@jumpmobility.com

Equal Opportunity Employer

It is the policy of Social Bicycles (SoBi) to provide employment opportunities without regard to race, color, religion, creed, ethnicity, national origin, alienage, citizenship status, age, marital status, partnership status, disability, sexual orientation, gender (sex), military status, prior record of arrest or conviction (except as permitted by law), predisposing genetic characteristics, or status as a victim of domestic violence, sexual offenses and stalking, and to maintain an environment free of harassment on any of the above-noted grounds, including sexual harassment or retaliation. SoBi strongly encourages diverse candidates to apply.